

RELATIVE CAREGIVER/

FAMILIES FIRST KINSHIP CARE PROGRAMS

Process Description

Prepared by: DCS Office of Information Systems



Relative Caregiver/Families First Kinship Care Programs

Process Description Document

Prepared by:

**Department of Children's Services
Office of Information Systems**

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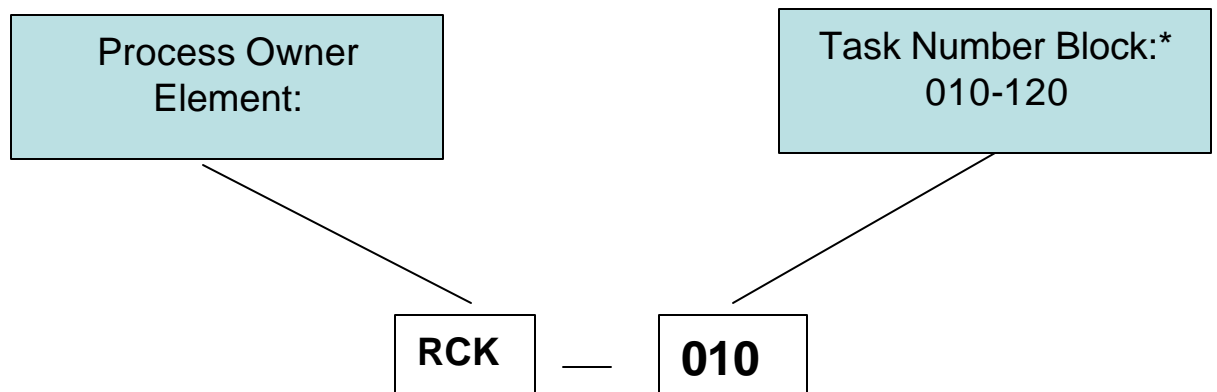
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Process Element Definitions

Task: A unit of work to be completed that is part of the overall process.

Task naming convention:



Task Owner: Indicates the person/group that is responsible for performing the task.

Participants: Individuals and organizations that are actively involved in the process/task, or whose interests may be positively or negatively affected as a result of process execution or process completion.

Inputs: Entry information used specifically to assist in accomplishing the task for which it is aligned. The same input might be applied to multiple tasks.

Performance Metric: A quantitative measurement to assess the task's success.

Performance Steps: The series of steps necessary to accomplish the given task in such manner that it meets the performance metric provided.

Outputs/Deliverables: The deliverables produced from performing the given task using the input information, standard and performance steps to accomplish the outcome. An output might feed several inputs.

**Note – Initial process flows should increment the numbering between steps by 10s. This will allow for additional steps to be inserted in the future without affecting the entire process narrative and flow.*

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Process Description

Process Name: **Relative Caregiver/Families First Kinship Care Programs**

Process Manager: Audrey Corder, CS Executive Director 1,
Family & Child Well-Being Division

Process Description: **Relative Caregiver Program** is a program formed through a public-private relationship between the Tennessee Department of Children's Services and private community-based agencies. Services, such as information and referral, support groups, family advocacy, and children's activity groups are provided to relative caregivers and non-custodial children who have been the victims of abuse, neglect, or who are dependent. Staff of the private agencies administers services.

The Department of Children's Services (DCS) will closely monitor this program and guide its development. DCS understands there has been a dramatic increase in the number of children being raised by their grandparents and other relatives. DCS further recognizes the need to provide quality support services to relative caregivers to assist them in keeping their children in the family system. Additionally, DCS recognizes the over-representation of minority children spending longer periods of time in more restrictive placements, and believes building more support for relative caregiver families will help to address this area of critical need.

This program is a voluntary program that has been shown to be effective in providing stable care and maintaining familial connections of children in the homes of relatives and preventing them from entering or re-entering state custody.

Families First Kinship Care is a partnership between the Department of Children Services and the Department of Human Services. The program provides additional support for relative families in selected DCS regions. The goal of the program is to encourage placements with relatives for children who are at risk of coming into state custody by offering financial support to relative caregivers who are willing to provide safe and nurturing homes for these children, but need additional financial resources.

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Eligible families will receive monthly payments to help offset the costs of caring for a child. Eligibility will be determined by DCS, which will assess the child being at risk of entering state custody, the caregiver being within the fifth degree relationship to the child, the caregiver being the primary caregiver of the child, the biological parent not residing in the home where the child is in the care of the relative, and a means test of family income. The families will also be provided information about the Relative Caregiver Program and encouraged to participate.

Interfaces w/ other processes:

Intake Process, MRS Assessment Process, Investigation Process, In Home Process

Process Participants:

Intake Staff
Relative Caregiver Program Staff
Relative Caregiver Program Family Advocate
Data Support Operator
DCS Relative Caregiver Liaison
DCS Relative Caregiver Program Director
Family Service Worker
Team Leader
Central Intake Specialist
Central Intake Shift Supervisor
CPS Worker
Relative Family

Associated Documentation:

Public Acts, 2000; chapter No. 989; House Bill No. 2400

Rules of Tennessee Department of Human Services Family Assistance Division; Chapter 1240-1-50; Financial Eligibility Requirements Families First Program

Rules of Tennessee Department of Human Services Family Assistance Division; Chapter 1240-1-54; Child Care Families First Program

State of Tennessee Department of Children's Services; Relative Caregiver Program; Report to the Tennessee General Assembly

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January 30, 2004

CS-0615 Relative Caregiver Program Face sheet

CS-0616 Family Needs Scale

CS-0617 Relative Caregiver Program Referral Information

CS-0618 Relative Caregiver Family Information

CS-0619 Relative Caregiver Program Letter of Understanding

CS-0620 Relative Caregiver Program Action Plan

Publication: Have you been asked to take in a child you are related to?

Families First Kinship Care Comprehensive Assessment

- **Supporting Policy:**

DCS Policy 16.59

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Task (RCP-010): Central Intake

Task Owner: Intake Specialist

Participants: Intake Specialist, Relative Family

Inputs: Call to Central Intake

Performance Steps:

1. Intake Specialist takes intake call and determines it does not meet the level of Investigation or Assessment.
2. Intake Specialist makes referral to County/Region for Resource Liaison for referral to Relative Caregiver Program
3. Refer to **Central Intake** business process map and description document for specific detail relative to Central Intake process and resource linkage.

Outputs/Deliverables:

- Central Intake Referral
- Referral to Region/County Liaison for resource linkage to Relative Caregiver Program.

Task (RCP-020): Resource Linkage to County/Region

Task Owner: Regional/County Resource Liaison

Participants: Relative Family, Relative Caregiver Program Staff

Inputs: Central Intake has received a call about a Relative family needing assist with relative child(ren) in their home.

Performance Steps:

1. Regional/County Liaison will assess the relative family's needs by phone and make appropriate refers with one of those being to the Relative Caregiver Program to prevent the child (ren) from coming into DCS Custody.

Outputs/Deliverables:

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- Determination of services to meet the family's needs

Task (RCP-030): Referral to RCP

Task Owner: Regional/County Staff

Participants: Relative Caregiver Program Staff, Regional/County Liaison

Inputs: Regional/County Liaison determines the relative family could benefit from accessing the Relative Caregiver Program to prevent the child (ren) from coming into DCS Custody.

Performance Steps:

1. Regional/County staff refers the relative family to Relative Caregiver Program by sending the relative family information about the program and sending a referral to the Relative Caregiver Program for follow-up.
2. Regional/County staff will close the referral after recording the agencies and services they referred the relative family too.
3. If the circumstance that brought the relative family to the attention of the court or DCS can be alleviated through the relative family's participation in the Relative Caregiver Program the Court Liaison or CPS Investigator/Assessment Worker through resource linkage to RCP may close the case and their involvement would end.

Outputs/Deliverables:

- Referral to Relative Caregiver Program
- Intake referral closed.

Task (RCP-040): Investigation/Assessment or Court Liaison refers Relative Family

Task Owner: CPS Investigator/ Assessment Worker, Court Liaison

Participants: CPS Investigator/ Assessment Worker, Court Liaison, Relative Caregiver Program Staff

Inputs: Relative Family caring for Relative child (ren) in their home that could benefit from the Relative Caregiver Program.

Performance Steps:

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1. CPS Investigator/ Assessment or Court Liaison assesses in the course of working with a family either the birth family that is placing the child (ren) with relatives or a relative family that is caring for relative child(ren) in their home are in need of additional support and services to prevent the child (ren) from coming into DCS Custody.
2. CPS Investigator/ Assessment Worker or Court Liaison makes a referral to the Relative Caregiver Program.
3. Refer to Task 030

Outputs/Deliverables:

- Referral to Relative Caregiver Program
-

Task (RCP-050): Relative Family, Court, Other agencies calls RCP about Family needing assistance.

Task Owner: Relative Family, Court, Other agencies

Participants: Relative Caregiver Staff, Relative Family, Relative Family, Court, Other agencies

Inputs: Call to Relative Caregiver Program

Performance Steps:

1. Relative Family, Court, Other agencies contacts the Relative Caregiver Program and make a referral for services and support for a relative family that is caring for their relative children in their home.
 - a. For Subsidized Permanent Guardianship the referrals will come from outside agency if more intensive services are needed.
-

Outputs/Deliverables:

- Referral to Relative Caregiver Program
-

Task (RCP-060): RCP staff enters referral

Task Owner: Relative Caregiver Staff

Participants: Relative Caregiver Program Staff, Relative Family, Court Liaison, DCS Regional/County Liaison, DCS CPS Investigator/ Assessment Worker, Other agencies

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Inputs: Call from relative family or referral from DCS or other agency for Relative Caregiver Program

Performance Steps:

1. Relative Caregiver staff enters information in to the system based on the referring source.
 2. Relative Caregiver Program Staff determine initial eligibility for Relative Caregiver Program by reviewing any information provided by the referral source.
 3. *Relative Caregiver Staff will search the SACWIS database to determine if any of the relative family and/or relative children is currently in an open DCS case. If there is an open DCS case the Relative Caregiver Staff will notify the Team Leader for the CPS/FSW.
 4. If there is an open on-going services case the referral will be denied.
 5. If there is an open DCS investigation/assessment case and it is determined the relative family meets the initial eligibility for Case Management and support services move to task 070.
 6. If there is an open DCS case and the initial determination is the relative family is not eligible the family can participate in support services. Go to task 120.
 7. *If the Relative Caregiver Staff determine there is not an open DCS case then go to task 070.
- * Due to client information confidentiality concerns, DCS may strictly limit the capability for private providers (non-DCS employees) to conduct a search of the SACWIS database. The ability to search and view of results may be limited to a DCS employee who would then have the discretion as to how to share the results with the Family Advocate and specifically what information could be disclosed.*

Outputs/Deliverables:

- Referral information entered
- Initial eligibility determination

Task (RCP-070): Family Advocate assigned

Task Owner: Relative Caregiver Staff

Participants: Relative Caregiver Program Staff, Relative Family,

Inputs: Relative Family meets initial eligibility for the Relative Caregiver Program..

Performance Steps:

1. Relative Caregiver Family Advocate is assigned to the case to meet with the relative family and gather additional documentation to complete eligibility determination if necessary and determine

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the Relative Family's needs.

Outputs/Deliverables:

- Family Advocate Assigned
 - Eligibility determination
-

Task (RCP-080): Determine level of services Relative Family qualifies for and wants.

Task Owner: Family Advocate

Participants: Relative Caregiver Staff, Relative Caregiver Program Family Advocate, Relative Family

Inputs: Family Advocate is assigned to complete assessment with the relative family

Performance Metric: Within 30 days of assignment the Relative Caregiver Family Advocate has completed Action Plan with the Relative Family

Performance Steps:

1. Family Advocate completes a Family Functional Assessment and obtains additional documentation in the process
2. Family Advocate has relative family sign consent for DCS to have access to their information.
3. Family Advocate verifies the information the Relative Family provided.
4. Family Advocate reviews information collected through contact with family and additional documentation and determines if the Relative Family is eligible for the Relative Caregiver Program
Program Eligibility:
 - The child(ren) must be in the temporary custody of the relative caregiver
 - The caregiver must be related to the child by blood, marriage, or adoption.
 - The relative caregiver must be able to provide a safe home for the children in their care and be committed to providing the home as long as it's necessary and appropriate.
 - The relative caregiver must be willing to take part in an in-home assessment.
 - The relative caregiver must agree to accept support services through the Relative Caregiver Program.
 - In order to receive Emergency Financial or Start-up Assistance from RCP, the family must not be receiving any type of kinship payment or subsidy (i.e. Foster Care Board Payment, Families First Kinship Care Payment, Subsidized Guardianship) and the household income cannot exceed twice the Federal Poverty Guidelines.
 - All families served through the Relative Caregiver Program must physically and

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legally reside within the county or counties identified in the proposal.

5. Family Advocate meets with the supervisor to determine type of services (Case Management or Support Services) based on the relative families eligibility and type of services they need or want.
6. If the relative family is eligible the Family Advocate initiates wraparound service with the family to support services within the Relative Caregiver Program based on Assessment.
7. Family Advocate completes a service/case plan with the Relative Family within 30 days.
8. If the relative family is eligible they can receive case management services and/or support services (classes, support groups, after school programs)
9. The relative family may request to participate in support services only.
10. If the relative family does not qualify for case management service the Family Advocate will close their case and provide the relative family with a list of other resources including RCP support services. Go to task 120

Refer to the process map and document for On-going Assessment/Case Planning for details regarding the tasks/activity involved in the On-going Assessment and Case Planning Process

Outputs/Deliverables:

- Family Functional Assessment.
 - Eligibility determined for Relative Caregiver Program
 - Relative Family informed of community resources
 - Case/Service plan
-

Task (RCP-090): Family Advocate makes regular contacts with Relative Family and Record participation in Support Services

Task Owner: Relative Caregiver Program Staff

Participants: Family Advocate, Relative Family

Inputs: Family Advocate contact with Relative Family and documentation provided by the Relative family

Performance Metric:

Performance Steps:

1. Family Advocate and other Relative Caregiver Staff will continue to make regular contact with the relative family to assist them in maintaining the child (ren) in the relative family home.
2. Family Advocate will continue to assess the relative family's to determine if additional services are needed.
3. If the child is not at risk of coming into DCS custody the Relative Caregiver Program Staff and Family Advocate will continue to provide information, referrals, and support services.

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4. Relative Caregiver Program Staff will record the family's participation in support services.
5. If the relative family's circumstances changes and the child (ren) are at risk the Family Advocate or Relative Caregiver staff will enter a referral to Central Intake for screening.
6. If child (ren) at placed in DCS custody the Family Advocate will close the case.

Outputs/Deliverables:

- Regular contact with relative family by Family Advocate
 - Continued assessment of need.
 - Determination if additional services are needed
 - Enter referral for Central Intake (if appropriate)
 - Update Service/Case Plan
-

Task (RCP-100): Still Eligible?

Task Owner: Family Advocate

Participants: Family Advocate, Relative Family

Inputs: Contact with Relative Family

Performance Metric: Minimally Yearly

Performance Steps:

1. Family Advocate will at minimum conduct a yearly redetermination to determine:
 - If the relative family still qualifies for case management service,
 - If the level of service should change,
 - If the family wishes to no longer have case management service and just participate in support services.
 2. Family Advocate will determine relative families' continued eligibility if their situation changes such child (ren) entering state custody or there is a determination DCS In Home Service are needed.
-

Outputs/Deliverables:

- Yearly Redetermination
 - Redetermination if Relative Families situation has changed.
-

Task (RCP-110): Support Services

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Task Owner: Relative Caregiver Program

Participants: Relative Caregiver Program Staff, Relative Family

Inputs: Relative Family is eligible for Relative Caregiver Program

Performance Steps:

1. The relative family may not qualify for case management service but can participate in support services.
2. Some relative families may choose not to participate in case management services but want to participate in support services. (Such as Caregiver support groups, Educational Workshops, and Activity/Support groups for children and teens)
3. Support staff captures the names of participants in the support services such as Caregiver support groups, Educational Workshops, and Activity/Support groups for children and teens —
4. Relative Caregiver staff enters the names of participants in system
5. Relative Caregiver Program staff maintains monthly phone contact with the relative family if Support Services are the only service the family is receiving.

Outputs/Deliverables:

- Record relative family's participation in support services
 - Monthly phone contact
-

Task (RCP-120): Close referral and record participation in Support Services

Task Owner: Relative Caregiver Program

Participants: Family Advocate

Inputs: Determination of type of service will be Support Services only.

Performance Steps:

1. Relative Caregiver Staff will close referral and record the relative family's participation in support services only if they are not longer receiving Case Management Services.
 2. Family Advocate or Relative Caregiver staff will close case if DCS In Home Services or Out of Home Services are opened.
-

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Outputs/Deliverables:

-
- Relative Family participating in Support Services
 - Relative Caregiver Program staff record participation
 - Family Advocate or Relative Caregiver staff close case.
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Task (FKC-010): CPS Investigation/Assessment

Task Owner: CPS Investigation/Assessment Worker

Participants: CPS Investigator/Assessment Worker, Team Leader, Relative Family

Inputs: CPS investigation or assessment has been conducted

Performance Steps:

1. CPS investigation or assessment has been conducted with the outcome being child (ren) placed in the home of a Relative. .
2. Relative family applies to DHS for Families First Child only grant.
3. Investigation or Assessment Worker conducts background check on all adult household members
4. Investigation or Assessment Worker will determine eligibility for Families First Kinship Care Program
5. If the Relative Family is not eligible for Families First Kinship Care the Investigation or Assessment Worker may close the case or convene a CFTM to transfer the case to Ongoing Family Services.
6. If the Relative Family is eligible for Families First Kinship Care Program the Investigation or Assessment Worker will file a Dependent Neglect Petition and custody will be awarded to the relative family.
7. The Investigation or Assessment Worker will close the case after completing the investigation/assessment.

Outputs/Deliverables:

- Eligibility determination for Families First Kinship Care Program
- Neglect Petition filed for custody to be award to the Relative Family.(If appropriate)
- Close case if appropriate
- Convene a CFTM to transfer the case to Ongoing Family Services (If appropriate).

Task (FKC-020): Does the Relative family qualify for FFKC?

Task Owner: Investigation/Assessment Worker

Participants: Investigation/Assessment Worker, Relative / Kin Family

Inputs: Determination if Relative Family is eligible for Families First Kinship Care Program.

Performance Steps:

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1. If the Relative family is not eligible for the Families First Kinship Care program go to tasks 30 or 40 which ever is appropriate. (If there is an open out of home care episode the family is not eligible for Families First Kinship Care)
2. If the Relative family is eligible for the Families First Kinship Care program go to task 60.

Outputs/Deliverables:

- Determination if DCS continued involvement is needed.
- Referral to community resources (if appropriate)
- Referral to Families First Kinship Care Program (if qualify)
- CFTM for DCS In Home Services /Out of Home Services (if appropriate)

Task (FKC-030): Inform family of community resource and Close Case

Task Owner: Investigation/Assessment Worker

Participants: Investigation/Assessment Worker, Relative Family

Inputs: Relative Family determined not eligible for Families First Kinship Care Program.

Performance Steps:

1. If the Relative Family is not eligible for the Families First Kinship Care Program, Investigative /Assessment Worker may refer to other resource such as the Relative Caregiver Program. *Refer to Relative Caregiver Program process Task 040*
2. Investigation / Assessment Worker closes case if no further DCS involvement is needed

Outputs/Deliverables:

- Inform family of community resources and Close Case

Task (FKC-040): Refer to Family Service

Task Owner: Investigation/Assessment Worker, Family Services Worker

Participants: Investigation/Assessment Worker, Family Services Worker, Relative Family

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Inputs: Relative Family determined not eligible for Families First Kinship Care Program.

Performance Steps:

1. If the Relative Family is not eligible for the Families First Kinship Care Program, the investigation/assessment worker may convene a Child and Family Team Meeting to refer for DCS In Home Services.
 2. Relative family may also be referred to the Relative Caregiver program. *Refer to Relative Caregiver Program process Task 040*
-

Outputs/Deliverables:

- CFTM to refer to In Home Services.
 - Resource Linked to Relative Caregiver Program.
-
-

Task (FKC-050): Refer to RCP Staff

Task Owner: Investigation/Assessment Worker

Participants: Investigation/Assessment Worker

Inputs: Determination if Relative Family is eligible for Families First Kinship Care Program.

Performance Steps:

1. Investigation/Assessment Worker makes a referral to the Relative Caregiver Staff to complete the Families First Kinship Care process and work with the relative family.
 2. Relative Caregiver Staff will complete the data entry for the Families First Kinship Care Program in the system.
 3. Investigation / Assessment Worker involvement ends.
-

Outputs/Deliverables:

- Referral to Families First Kinship Care Program
 - Additional information entered in the system for Families First Kinship Care Program.
 - Investigation / Assessment Worker involvement ends
-
-

Task (FKC-060): Family Advocate assigned and meets with the relative family

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Task Owner: Investigation/Assessment Worker

Participants: Investigation/Assessment Worker, Relative / Kin Family

Inputs: Determination if Relative Family is eligible for Families First Kinship Care Program.

Performance Metric: Relative Caregiver Program Staff have completed Payment Authorization monthly.

Performance Steps:

1. Family Advocate is assigned by Relative Caregiver Staff
2. Family Advocate meets with the Relative Family to complete Family Functional Assessment
3. Family Advocate after completing the Assessment will make referrals to community resource and Relative Caregiver Program.
4. If the Relative Family is eligible Family Advocate will complete W-9 for authorization of payment and direct deposit.

Outputs/Deliverables:

- Referral to Relative Caregiver Program
 - Referral to community resources
 - W-9
 - Payment Authorize Form
-
-

Task (FKC-070): Family Advocate makes regular contacts with Relative Family

Task Owner: Family Advocate

Participants: Family Advocate, Relative Family

Inputs: Relative Family is participating in Families First Kinship Care Program

Performance Metric: Yearly Redetermination for Families First Kinship Care Program.

Performance Steps:

1. Family Advocate will continue to meet with the Relative Family on regular bases.
2. Relative Family may participate in the Relative Caregiver program either case management or

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support services or both.

3. If the Relative Families circumstance change and the child (ren) are at risk the Family Advocate will enter a referral to Central Intake for screening.
4. At a minimum the Family Advocate will conduct a yearly redetermination.

Outputs/Deliverables:

- Eligibility redetermination for Families First Kinship Care Program
 - Central Intake referral if appropriate
-
-

Task (FKC-080): Does family continue to meet eligibility?

Task Owner: Family Advocate

Participants: Family Advocate, Relative Family

Inputs: Eligibility Redetermination

Performance Steps:

1. If the Relative Family is not longer eligible refer to task 100.
 2. If the Relative Family continues to be eligible refer to task 090.
-

Outputs/Deliverables:

- FFKC services ends.
 - Relative Family continues to receive FFKC services.
-
-

Task (FKC-90): Family Advocate makes regular contacts with Relative Family and Record participation in Support Services.

Task Owner: Relative Caregiver Staff

Participants: Relative Caregiver Program Staff, Relative Family,

Inputs: Determination the relative family continues to be eligible for Families First Kinship Care Program.

Performance Steps:

1. Relative family still meets the eligibility requirement and wishes to continue to receive financial

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assistance for the Families First Kinship Care program. Return to task 090

2. Relative family can continue to participate in Relative Caregiver Program and RCP support services.
3. Relative Caregiver Program staff records Relative families' participation in RCP support services.

Outputs/Deliverables:

- Contact with Relative family
 - Relative family continues to receive FFKC services
-

Task (FKC-100): FFKC financial assistance is ended

Task Owner: Family Advocate

Participants: Family Advocate, Relative Family

Inputs: Determination made that family no longer eligible for services

Performance Steps:

1. Relative family no longer receives additional financial assistance from the Families First Kinship Care Program but may still qualify for the Families First Child only grant from the Department of Human Services.
 2. Relative Family may still receive Relative Caregiver Services either case management or support services or both.
-

Outputs/Deliverables:

- Relative Family no longer receives financial assistance from Families First Kinship Care Program.
-
-

Task (FKC-110): Inform family of community resources

Task Owner: Family Advocate

Participants: Family Advocate, Relative Family

Inputs: Determination made that family no longer eligible for services

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Performance Steps:

1. Family Advocate will make referrals to other community services that may include Relative Caregiver Services either case management or support services or both.
2. Family Advocate closes Families First Kinship Care case.

Outputs/Deliverables:

- Referral to other agencies
- May include continued participation in Relative Caregiver Program.
- Families First Kinship Care case closed

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Process Owner Sign-Offs

Audrey Corder, Exec. Dir, Family and Child Well-Being Division Date

Shalonda Cawthon, CS Program Manager, Relative Caregiver Date
